



GIGGLIN' MARLIN DIVE & SWIM

4502 Alemda Rd., Houston, TX 77004

713-944-SWIM (7946)

www.gigginmarlin.com

POLICIES & PROCEDURES

REGISTRATION & TUITION

- There is a \$49 annual family registration fee, payable each calendar year and is non-refundable. The rate of the annual family registration drops to \$25 for the subsequent years
- Each family must have a GMD Water Facility Form on file before beginning lessons.
- Tuition must be paid at the time of registration.
- Monthly tuition will vary based upon the number of lessons attended per week. You can select from 1-5 days per week at the beginning of registration.
- Monthly tuition will only be pro-rated when you start your first month in the middle of a session.

MONTHLY TUITION PAYMENTS

Once you have signed up for a monthly session (1, 2, 3 days-a-week) the tuition must be pre-paid by the 20st of the preceding month in order to keep your child's spot for the next month. (E.g. February payment must be received by January 20st.) A late fee of \$20 per student will be applied if payment is received after the 20st. Failure to pay by the 25th will result in your child being dropped from the class. New students will then be allowed to register, and students who have been dropped will need to re-register.

AUTO PAY PROGRAM

For your convenience, we have an automatic credit card charge option. Customers enrolling on this plan will receive a discount on all monthly classes. Please see the office for details.

MAKE-UP POLICY

To be eligible for make-ups, a student must cancel the lessons at least 24 hours in advance and have a signed note from a physician. Only one make-up will be allowed per month. They will be scheduled with the Aquatics Director into an available time slot. Lessons do not roll over until the next month.

- Missed make-ups will not be rescheduled.
- All make-ups must be taken within 15 days of the date of the absence.

Giggin' Marlin CLOSURE DATES *Check our website for actual calendar dates.

New Year's Eve & Day	Good Friday	Memorial Day	July 3 rd & 4 th
Labor Day	Halloween	Thanksgiving Week	Christmas Break

CANCELLATION POLICY

All cancellations must be made 72 hours prior to the first class of the session. Any cancellation made within 72 hours of the beginning of a session or after the session has begun is subject to a \$20.00 cancellation fee per student, per class. A credit for the remaining classes, less the cancellation fees (if applicable) will be considered for a future GMD credit. In the event that more than four lessons are missed during a session

due to extenuating circumstances, GMD's Directors will review each situation on an individual basis, as long as advance notice to GMD has been provided. **ABSOLUTELY NO MONETARY REFUNDS WILL BE ISSUED.**

If you are on an **auto-pay program**, you must cancel lessons for the following month by the 19th of the previous month. (Example: If you are in the auto-pay program for February and you do not want to attend lessons in March, you must cancel by February 19th.)

POTTY POLICY

Please take your child to the restroom prior to the start of their lesson. In the interest of the health and safety of all students in our program, GMD requires all swimmers under the age of 3 **AND** children who are not fully potty trained to wear 2 articles of protective swimwear (either reusable or disposable or one of each). Your child will not be allowed to enter the pool if this policy is not followed. *In the event that a potty trained child has an accident, they will be required to adhere to the potty policy. Length of time to be determined by GMD management.

INSTRUCTOR INFORMATION

Since our lessons run consecutively there may not always be time before or after your child's lesson to speak directly with the instructor. If you're interested in communicating with your child's instructor, then stop by the office and a representative will be sure to pass the message on!

All instructor requests will be considered, but may not always be honored due to scheduling constraints and class availability. When an instructor is absent, a substitute will be provided. Please be open-minded about new instructors/substitutes so that your child will be as well. All teachers are trained in the same curriculum; therefore, swimming with a different instructor will not hinder your child's progress.

FACILITY RULES

- The following are not permitted on GMD premises:
 - Smoking
 - Glass Containers
 - Profanity
 - Alcohol
 - Pets
 - Reserving dressing rooms
- Our insurance requires a responsible adult to remain on GMD premises for the duration of the lesson. Parents are responsible for their children before, during, and after lessons.
- In order to avoid disrupting classes in session, we may require parents to view lessons from our upstairs internet café.
- Do NOT go in the classroom.
- Do NOT use the computers in the classroom. They are off limits.
- If you have paid for a group lesson, and your child is the only one in the class, we will not cancel the class.
- Parent/Child classes: Please wait for your instructor to give you permission to enter the water.
- Do NOT wear bobby pins or barrettes that are metal in pool.
- WE DO SWIM WHEN IT RAINS!

HEALTH CONCERNS

- PLEASE AVOID milk, dairy products, spicy foods, and large meals before lessons. Children may have a light snack before swimming.
- Please remove all band-aids before entering the pool, keep your child's nails trimmed, and long hair pulled back.
- Please consult your physician about treating your child's ear after their swimming lessons

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